

PHASE I EVV STAKEHOLDER MEETING NOVEMBER 7, 2019

HOW TO LISTEN TO THE WEBINAR

Please double-check to ensure you are using the correct conference line number below.

Call the conference line: 866-506-1120

Enter the Participant Code: 3987444#

IN-HOME SUPPORTIVE SERVICES (IHSS)

Electronic Visit Verification (EVV) Status Update

November 2019

AGENDA

- Welcome & Purpose
- EVV Status Update
- Stakeholder Comments



EVV Pilot Update

The EVV pilot began in Los Angeles County on July 1, 2019. EVV was rolled out by district office over a 5-month roll out schedule as follows:

- July/August 2019 – Lancaster
- September 2019 – All ESP Users, Chatsworth and Burbank
- October 2019 – El Monte, Rancho Dominguez and Pomona
- November 2019 – Hawthorne and Metro

Current Adoption Rate in Los Angeles County: 84%

EVV Adoption Rate

The pilot phase in Los Angeles County has been successful, with the county being very proactive in registering recipients and providers in the ESP in preparation for EVV. As of 10/28/2019, **84.1%** of IHSS providers and recipients in Los Angeles County are enrolled to use electronic timesheets, with the breakdown by district office below:

- Chatsworth Office – 91.4%
- Pomona Office – 85.5%
- Lancaster Office – 92.0%
- Metro Office – 78.4%
- Burbank Office – 95.1%
- El Monte Office – 79.6%
- Rancho Dominguez Office – 81.3%
- Hawthorne Office – 77.1%



EVV Pilot Observations

Los Angeles County was an ideal partner for the EVV Pilot. Their hands-on, customer service focused approach allowed CDSS to obtain direct feedback about the EVV system and how it is used. Some of the observations include:

- User Resistance – most recipients and providers were more accepting to using electronic timesheets than anticipated.
- System Usability – providers and recipients find the system easy to use to submit and approve timesheets.
- No Deferral or Exceptions – Los Angeles has not had any requests for deferrals or exceptions to date.
- Faster Payments – providers who use ESP and also direct deposit are getting paid in 3-4 business days.

System Performance

One of the benefits of piloting the EVV solution in a large county is that CDSS was able to determine how the system performed with a large number of users and identify system performance issues prior to statewide roll-out. To mitigate the identified performance issues the State took the following steps:

- Redesigned the back end processing by simplifying the transactions and long running queries, which has resolved the ongoing system performance issues users are currently experiencing – October 2019
- Re-platform system to improve capacity for statewide implementation and allow a larger number of concurrent users to submit timesheets at the same time – January 2020

CDSS Support Activities

To support the implementation of EVV, CDSS has completed the following materials, including translations in the statewide threshold languages, and activities:

- County Implementation Guide & EVV Job Aid – tools to assist counties with their implementation planning and CMIPS.
- County Staff Trainings – CDSS staff will be training county staff prior to going live on EVV.
- Help Desk Scripts – scripts developed to assist county staff with taking EVV calls.
- Outreach Letters & Provider/Recipient Training Materials– will be printed and mailed by the CMIPS vendor at the beginning of each wave



CDSS Support Activities cont.



- Provider/Recipient Training Materials – step-by-step guideline for recipients and providers on how to register, submit time and approve time in both ESP and TTS.
- Online Webcasts – posted on YouTube, with links posted on the CDSS website.
- CDSS Hosted Webinars - online informational sessions, hosted Monday-Thursday each week, to provide information about EVV and to promote ESP usage.
- County In-Person Informational Sessions – CDSS staff will be in the counties during each rollout wave to support county in-person EVV informational sessions with providers and recipients
- Expanded Statewide IHSS Service Desk

EVV Implementation Schedule

Group	Timeline	Counties
Pilot	July 2019-December 2019	Los Angeles
1	January 2020-February 2020	Orange, Lake, Napa, Placer, Sacramento, San Luis Obispo, Solano
2	March 2020-April 2020	San Bernardino, Riverside, Fresno, Kern, Tulare, Kings
3	May 2020-June 2020	Alameda, Contra Costa, Marin, Mendocino, Monterey, San Francisco, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Sonoma

EVV Implementation Schedule (Continued)

Group		Timeline	Counties
4		July 2020-August 2020	Alpine, Amador, Calaveras, Colusa, Del Norte, El Dorado, Glenn, Humboldt, Inyo, Lassen, Mariposa, Merced, Modoc, Mono, Nevada, Plumas, San Benito, San Joaquin, Shasta, Sierra, Siskiyou, Stanislaus, Sutter, Tehama, Trinity, Tuolumne, Yolo, Yuba
5		September 2020-October 2020	Butte, Imperial , Madera, San Diego, Ventura

EVV Additional Information

For additional information and future updates, please visit the CDSS EVV Webpage: <http://www.cdss.ca.gov/inforesources/IHSS/EVV>.

To be added to the State's EVV Distribution List or submit EVV-related questions: EVV@dss.ca.gov.